

APPOINTING A BUILDING MANAGER!

As a Building Manager you will most likely be involved in your appointment or the nomination and appointment of your successor, sometime in the future, so it is important that you understand the entire process of Building Manager appointment.

Letter of Designation

The first and single most important step in the Building Manager appointment process is the *Letter of Designation*. The *Letter of Designation* is originated by the Tenant (see example in Appendix E) and identifies the BM and BMA(s) to the BMC and requests their addition to the Authorized Caller List (ACL).

Authorized Caller List

The ACL identifies those individuals authorized to call in Service Calls and Work Orders for that facility as well as identifying the BM as the facility Point of Contact (POC). A Letter of Designation identifies the BM and BMA(s) to the FMO and requests their addition to the ACL. The ACL is maintained by the FMD. Activities will be allowed to have one BM and up to two BMA's depending on the command size by the discretion of the FMD. Each activity will be assigned a Paying Activity Code to track Service Tickets charged to that Activity. If a caller's name does not appear on the ACL for their activity, the service ticket request will be denied, unless it is an emergency request. (See Appendix L for an explanation of cost determination for Paying Activities)

Additions/Deletions to the ACL: When a BM is selected or relieved, a letter from the Tenant must be sent to the BMC designating or removing designation of that individual and placing or removing them from the ACL.

Periods of Absence: For practical purposes, the BM and BMA(s) should coordinate periods of absence to ensure continuous facilities coverage. However, during periods when both the BM and BMA(s) must be absent simultaneously, the Tenant should provide written notification/E-mail to the BMC a minimum of 72 hours in advance and designate a temporary Building Manager Alternate to be placed in the ACL for the period of their joint absence.

Training

Upon designation as a BM, you must contact the BMC and schedule yourself for participation in an upcoming BM/BMA Training Class. These classes will be scheduled periodically based upon volume of BM/BMA turnover and appointments. During periods of minimal turnover, the BMC may assign a self-study BM indoctrination course. BMs also should complete the Environmental Compliance Awareness Training (ECAT) on-line course of instruction. ECAT may be found at "www.ecat-nasp.com".

Specialized Training Requirements

Because of the unique knowledge of their assigned facility, BMs sometimes find themselves assigned other duties that parallel or make use of that knowledge. Two of the most common assignments are “*Emergency Shelter Manager*” and “*Safety Point of Contact*”. In each case, specialized training is required within a specific period of time after assuming those duties. More information on these specific appointments may be obtained from the NASP Emergency Management/Disaster Preparedness Office and the NASP Safety Office, respectively.

Communications

Now that you’re the BM, it is important that you establish good communications with your Tenant and building occupants. It is imperative that the Tenant understands that the multitude of diverse organizational entities that regulate and support the wellness of the facility requires that all requests for support are coordinated through the Building Manager. Further, consider that as a BM/BMA you are both a customer and a service provider, just as you expect good communication from the BMC, FMD Planners and your Chain-of-Command, so is the occupant’s expectation of you. You should establish a communications strategy for providing your occupants the status of projects taking place within your facility and making your contact information readily available should they require your assistance. Your Tenants are the life-blood of your facility and can be your greatest asset in the identification of small maintenance and safety problems before they become major (and significantly more expensive) undertakings.